



## UNITED STATES PATENT AND TRADEMARK OFFICE

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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/902,360	09/10/2001	Bruce H. Yaffe	A33809 - 068838.0101

CONFIRMATION NO. 8869

## FORMALITIES LETTER



\*OC000000006471552\*

21003  
BAKER & BOTTS  
30 ROCKEFELLER PLAZA  
NEW YORK, NY 10112

Date Mailed: 08/24/2001

## NOTICE TO FILE CORRECTED APPLICATION PAPERS

*Filing Date Granted*

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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PATENT

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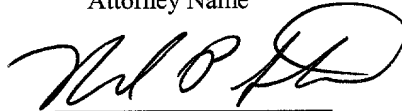
Applicants : Yaffe et al.  
Serial No. : 09/902,360 Examiner: Unassigned  
Filed : July 10, 2001 Group Art Unit: 2161  
For : INTERNET-BASED CUSTOMER INFORMATION  
SYSTEM AND METHOD

SUBMISSION OF FORMAL DRAWINGS

I hereby certify that this paper is being deposited with the United States  
Postal Service as first class mail in an envelope addressed to:  
Assistant Commissioner for Patents, Washington, D.C. 20231

November 26, 2001  
Date of Deposit

Neil P. Sirota  
Attorney Name

  
Signature

38,306  
PTO Registration No.

November 26, 2001  
Date of Signature

Assistant Commissioner for Patents

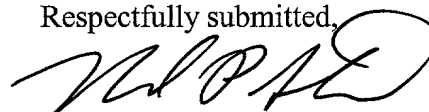
Washington, D.C. 20231

Attention: Customer Service Center  
Initial Patent Examination Division

Sir:

In response to the "Notice to File Corrected Application Papers," Applicants  
submit herewith four (4) sheets of formal drawings for the above-identified application  
complaint with 37 C.F.R. 1.84.

Respectfully submitted,



Neil P. Sirota  
Patent Office Reg. No. 38,306

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09/02/360-12901